



## **Communications Status Report for Areas Impacted by Hurricane Maria September 23, 2017**

The following is a report on the status of communications services in geographic areas impacted by Hurricane Maria as of September 23, 2017 at 11:00 AM EDT. This report incorporates network outage data submitted by communications providers to the Federal Communications Commission's Disaster Information Reporting System (DIRS). DIRS is currently activated for all counties in Puerto Rico and the U.S. Virgin Islands. Note that the operational status of communications services during a disaster may evolve rapidly, and this report represents a snapshot in time. It should also be noted that many communications providers have not yet reported in DIRS, so outage information almost certainly is not complete. Overall, however, it appears as though there has been little if any improvement to communications networks in Puerto Rico since the hurricane departed.

The following counties are in the geographic area that was covered by the DIRS activation as of this morning (the "disaster area").

**Puerto Rico:** Adjuntas, Aguada, Aguadilla, Aguas Buenas, Aibonito, Anasco, Arecibo, Arroyo, Barceloneta, Barranquitas, Bayamon, Cabo Rojo, Caguas, Camuy, Canovanas, Carolina, Catano, Cayey, Ceiba, Ciales, Cidra, Coamo, Comerio, Corozal, Culebra, Dorado, Fajardo, Florida, Guanica, Guayama, Guayanilla, Guaynabo, Gurabo, Hatillo, Hormigueros, Humacao, Isabela, Jayuya, Juana Diaz, Juncos, Lajas, Lares, Las Marias, Las Piedras, Loiza, Luquillo, Manati, Maricao, Maunabo, Mayaguez, Moca, Morovis, Naguabo, Naranjito, Orocovis, Patillas, Penuelas, Ponce, Quebradillas, Rincon, Rio Grande, Sabana Grande, Salinas, San German, San Juan, San Lorenzo, San Sebastian, Santa Isabel, Toa Alta, Toa Baja, Trujillo Alto, Utuado, Vega Alta, Vega Baja, Vieques, Villalba, Yabucoa and Yauco

**U.S. Virgin Islands:** St. Croix, St. John, St. Thomas

### **911 Services**

The Public Safety and Homeland Security Bureau (PSHSB) learns the status of each Public Safety Answering Point (PSAP) through the filings of 911 Service Providers in DIRS, reporting to the FCC's Public Safety Support Center (PSSC), coordination with state 911 Administrators, and, if necessary, from individual PSAPs.

The two PSAPs in Puerto Rico are currently functioning normally according to the primary service provider. In the U.S. Virgin Islands, the St. Croix 9-1-1 Call Center has been reported as completely down. FEMA has reported significant damage to the building. The St. Thomas 9-1-1 Call Center is unable to retrieve Phase I and Phase II location information for wireless callers and ANI/ALI for VoIP Callers.

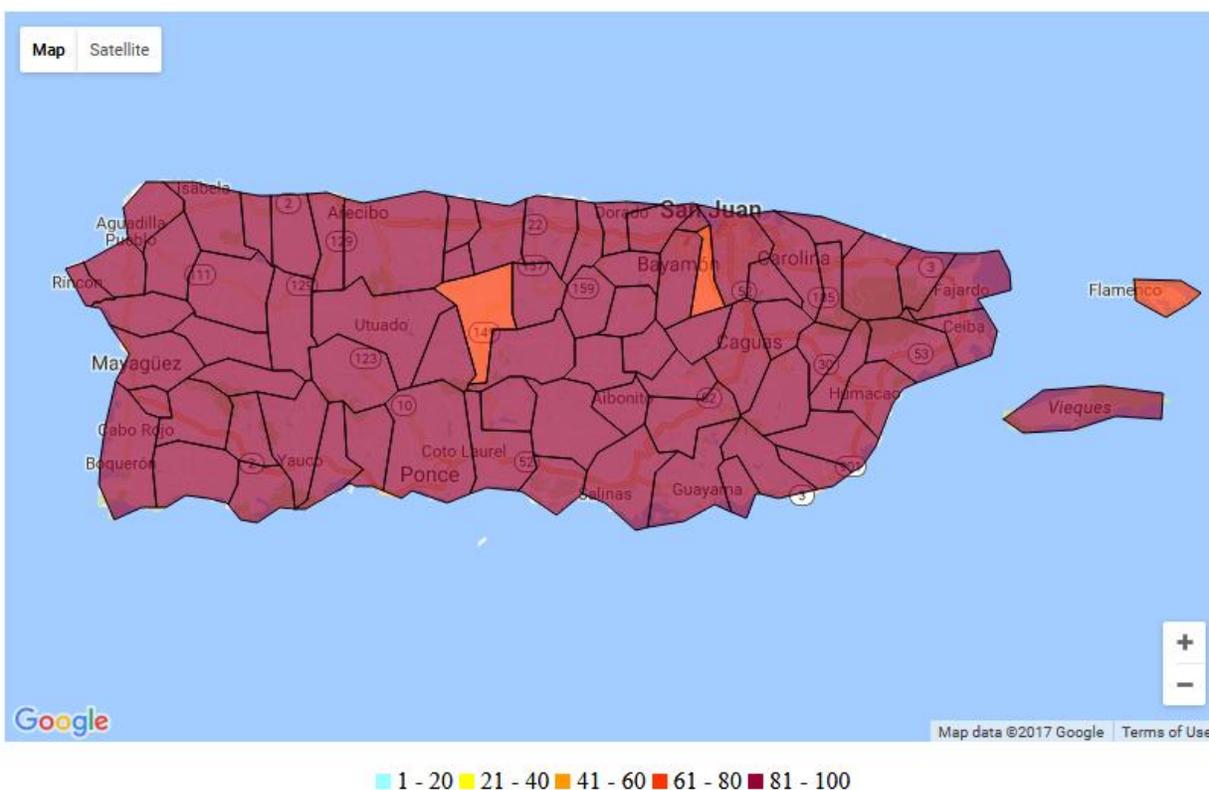
**Wireless Services**

The following section describes the status of wireless communications services and restoration in the disaster area, including the percentage of cell sites out of service for each county.

The following map of the disaster area illustrates which counties in Puerto Rico are most affected:

## Percent Cell Sites Out-of-Service By County

9/23/2017 11:40:45 AM



The information shown was provided by the signatories to the Wireless Resiliency Cooperative Framework and one additional company that agreed to allow us to include their data in the aggregated data:

**Puerto Rico:** Overall, 95.6% (up slightly from 95.4%) of cell sites are out of service. All counties in Puerto Rico have greater than 75% of their cell sites out of service. 48 (up from 47) out of the 78 counties in Puerto Rico have 100% of their cell sites out of service.



**U.S. Virgin Islands:** Overall, 66% (down from 68.9%) of cell sites are out of service. All counties have 50% or more of their cell sites out of service.

The tables below provide the percentage of cell sites out of service by county per state or territory. Counties highlighted in red have 100% of their cell sites out of service.

**Puerto Rico:**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
PR	ADJUNTAS	7	6	85.7%
PR	AGUADA	11	11	100.0%
PR	AGUADILLA	34	34	100.0%
PR	AGUAS BUENAS	11	11	100.0%
PR	AIBONITO	13	12	92.3%
PR	ANASCO	11	11	100.0%
PR	ARECIBO	43	43	100.0%
PR	ARROYO	7	7	100.0%
PR	BARCELONETA	15	14	93.3%
PR	BARRANQUITAS	8	8	100.0%
PR	BAYAMON	108	102	94.4%
PR	CABO ROJO	34	34	100.0%
PR	CAGUAS	67	65	97.0%
PR	CAMUY	11	11	100.0%
PR	CANOVANAS	20	18	90.0%
PR	CAROLINA	90	88	97.8%
PR	CATANO	15	13	86.7%

PR	CAYEY	26	26	100.0%
PR	CEIBA	8	8	100.0%
PR	CIALES	9	7	77.8%
PR	CIDRA	16	16	100.0%
PR	COAMO	11	10	90.9%
PR	COMERIO	13	13	100.0%
PR	COROZAL	12	11	91.7%
PR	CULEBRA	5	4	80.0%
PR	DORADO	30	30	100.0%
PR	FAJARDO	25	24	96.0%
PR	FLORIDA	4	4	100.0%
PR	GUANICA	12	12	100.0%
PR	GUAYAMA	16	16	100.0%
PR	GUAYANILLA	7	7	100.0%
PR	GUAYNABO	68	54	79.4%
PR	GURABO	22	21	95.5%
PR	HATILLO	19	19	100.0%
PR	HORMIGUEROS	8	8	100.0%
PR	HUMACAO	29	28	96.6%
PR	ISABELA	20	19	95.0%
PR	JAYUYA	4	4	100.0%
PR	JUANA DIAZ	21	20	95.2%
PR	JUNCOS	15	15	100.0%
PR	LAJAS	11	11	100.0%

PR	LARES	6	6	100.0%
PR	LAS MARIAS	5	5	100.0%
PR	LAS PIEDRAS	12	12	100.0%
PR	LOIZA	7	7	100.0%
PR	LUQUILLO	9	8	88.9%
PR	MANATI	21	21	100.0%
PR	MARICAO	3	3	100.0%
PR	MAUNABO	8	8	100.0%
PR	MAYAGUEZ	44	43	97.7%
PR	MOCA	12	12	100.0%
PR	MOROVIS	12	12	100.0%
PR	NAGUABO	16	16	100.0%
PR	NARANJITO	15	15	100.0%
PR	OROCOVIS	8	7	87.5%
PR	PATILLAS	10	10	100.0%
PR	PENUELAS	15	15	100.0%
PR	PONCE	74	74	100.0%
PR	QUEBRADILLAS	13	12	92.3%
PR	RINCON	10	10	100.0%
PR	RIO GRANDE	30	29	96.7%
PR	SABANA GRANDE	7	7	100.0%
PR	SALINAS	23	21	91.3%
PR	SAN GERMAN	17	17	100.0%
PR	SAN JUAN	253	231	91.3%



PR	SAN LORENZO	13	13	100.0%
PR	SAN SEBASTIAN	13	12	92.3%
PR	SANTA ISABEL	14	14	100.0%
PR	TOA ALTA	31	30	96.8%
PR	TOA BAJA	41	37	90.2%
PR	TRUJILLO ALTO	32	32	100.0%
PR	UTUADO	10	10	100.0%
PR	VEGA ALTA	22	21	95.5%
PR	VEGA BAJA	24	24	100.0%
PR	VIEQUES	8	8	100.0%
PR	VILLALBA	4	4	100.0%
PR	YABUCOA	18	18	100.0%
PR	YAUCO	13	12	92.3%
<b>TOTAL</b>		<b>1,789</b>	<b>1,711</b>	<b>95.6%</b>

**U.S. Virgin Islands:**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	42	34	81.00%
VI	ST. JOHN	9	6	66.70%
VI	ST. THOMAS	55	30	54.50%
<b>TOTAL</b>		<b>106</b>	<b>70</b>	<b>66.00%</b>



### **Cable Systems and Wireline (Combined)**

Since there are widespread power outages in Puerto Rico and the U.S. Virgin Islands, the FCC has received reports that large percentages of consumers are without either cable services or wireline service (one company reported that 100% of its consumers are out of service due to lack of commercial power). There are at least 9 (down from 10 yesterday) switches that are out of service due to either SS7 or toll isolation.

### **Broadcast**

TV stations out of service: Only one television station in Puerto Rico (WKAQ) reported being out of service in DIRS yesterday. However, informal reports indicate WKAQ TV is broadcasting today. Other stations have yet to report.

Radio stations out of service: No radio stations have reported in DIRS.

Based on informal reports, it appears the following radio and televisions stations are operational:

AM: WKAQ 580, WPAB 550, WIPR 940, WAPA 680, WISO 1260, WTIL 1300, WKUM 1470, WMDD 1480, WDEP 1490, WALO 1240, WSJN 1320, WXEW 840, WEXS 1070, WMIA 610

FM: 91.9, 94.7, 95.7, 96.1, 97.7, 104.1, 104.7, 106.9

TV: WKAQ-TV is back on the air; Telemundo virtual Ch.2 UHF 28 is on the air